# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

UNSTARRED QUESTION NO:2998
ANSWERED ON:16.03.2016
Quality of Food
Gaikwad Prof. Ravindra Vishwanath

**Will the Minister of RAILWAYS be pleased to state:**

(a) whether the Government has reviewed the sub-standard quality of food being served to the passengers in Dehradun Express running between Bandra and Dehradun;
(b) if so, whether the Government is also aware that arbitrary cost is being recovered from the passengers despite serving sub-standard quality food and if so, the reasons therefor;
(c) the menu of such sub-standard food along with its cost;
(d) whether the Government proposes to take steps to address these issues at the earliest and if so, the details thereof; and
(e) whether Dehradun Express, train nos. 19020/19019 does not receive signal and gets regularly delayed by 4-5 hours and if so, the measures taken by the Government to resolve the issue?

## Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (d): Catering Services in Dehradun Express Train No.19019-20 are provided through E-catering by Indian Railway Catering and Tourism Corporation as there is no pantry car or Train Side Vending available in this train. The passengers can order food of their choice through e-catering where the price and menu are market driven. The food through this service has to be pre-ordered. Special drives and surprise inspections are undertaken to check overcharging and unauthorised vending, which is a punishable offence under Railways Act 1989. Improvement of catering services is an on-going process. In its endeavour to provide quality and hygienic food to the passengers, Railways have developed and operationalized an institutionalized mechanism for monitoring of quality and hygiene of catering services through regular inspections at various levels and passenger satisfaction levels are regularly monitored through various means, to address catering complaints.

(e): No Madam. During the period from 1st February to 10th March 2016, the Dehradun Express Train has not been delayed by way of not receiving signals at Bandra Terminus or Dehradun end while originating or terminating. However, on two occasions only, the train was delayed for more than 4 hours due to JAT agitation and due to OHE (Over Head Equipment) breakdown between Kosikalan-Hodal in Agra Division.

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